



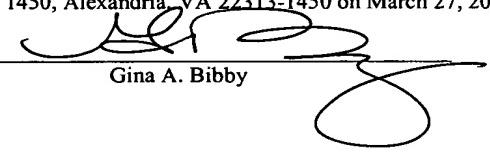
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:)
Coward, R. Daniel et al.) Group Art Unit: 2643
Application No.: 10/808,761) Examiner: Huynh, Nam Trung
Filed: March 24, 2004) Atty. Docket No: SUNMP324
For: SYSTEM AND METHOD FOR) Date: March 27, 2006
ADVANCED SERVICE INTERACTION)

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on March 27, 2006.

Signed: 
Gina A. Bibby

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

Applicants submit this paper in response to the Office Action mailed December 27, 2005 and request reconsideration of the subject application in light of the following:

Amendments to the Claims are reflected in the Listing of Claims, which begins on page 2 of this paper.

Applicants' Remarks/Arguments, which begin on page 8 of this paper.